Abstract:

This thesis deals with the forms of mental hygiene and their application to crisis hotline workers. In the theoretical part the work focuses on the characteristics and specificities of telephonic crisis intervention. Methods of mental hygiene suitable for crisis hotline workers are presented too. The empirical part focuses on mapping of the forms of mental hygiene, which are provided by crisis hotlines to their workers in the Czech Republic. Individual forms of mental hygiene of crisis hotline workers were also mapped. Crisis hotline workers burnout was investigated in the empirical part of the thesis by the means of CBI - Copenhagen Burnout Inventory. It was also confirmed that greater degree of compliance with selected principles of mental hygiene by crisis hotline workers has the relationship with burnout lower incidence. Hypotheses concerning the relationship between sociodemographic data (sex, age, educational attainment, length of practice, type of employment in the workplace and beyond) and the rate of burnout were not confirmed. The aim of the thesis was to offer possible ways of how to deal with the stress to crisis hotline workers and how they can optimally use the methods of mental hygiene, which can in practice preventively work against burnout.